



United States Department of the Interior

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To: All Employees, NM/OK/TX

From: Deputy State Director, Support Services

Subject: Customer Feedback Survey Forms Available in Hard Copy and On-Line DD 11/01/02

New Customer Feedback Survey Forms have been approved by the Office of Management and Budget and are currently available on-line. As soon as they are printed, they will be available in hard copy as well. This directive is being issued to inform you that a link to the Customer Feedback Survey Forms is available on our external web page and to give you the first opportunity to order hard copies.

Customer Feedback Survey Forms are available for the following activities:

- Information/Visitor Center
- Land Management Transactions
- Minerals Filing and Information
- Oil and Gas Operations
- Rangeland Management: Grazing Permits and Leases
- Recreational Permittees
- Recreational and Educational Users
- Rights-of-Way Customers
- Wild Horses and Burros

The electronic Customer Feedback Survey Forms reside on the BLM Customer Feedback website at www.blmfeedback.com. The website has been programmed so a new browser window opens when the customer clicks on the link. This will enable customers to easily return to their place on our website. Our web page has been directly linked to the Customer Feedback page where the “state” will already be selected. The “state” field refers to the states in the United States (to make it easier for the customers) and not the administrative state groupings used by the BLM. Although the state is preselected, customers may click on the arrow to select another state.

To request hard copies of the Customer Feedback Survey Forms, please provide the number of cards requested to Marcella Montoya, NM/OK/TX Customer Service Lead, by November 1, 2002. Marcella will consolidate the order for our administrative state, and will ship the hard copies to you as soon as they are received.

Similar to previous processes, the customer service contractor will consolidate comments and send feedback to us. If you have any questions, please feel free to contact Marcella Montoya via e-mail or at (505) 438-7537.

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Signed by:
David E. Sinclair
Acting

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